

Chief Officer

Job Description and Person Specification

Resident Contact Lead

Job Details	
Grade	SM2
Services	Resident Service
Location	Citywide as appropriate
Job Evaluation Code	

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Chief Officer Responsibilities
<p>All Chief Officers have an explicit responsibility to work as part of a team, in accordance with the Nolan Principles (see Person Specification) to collectively deliver the agenda of One Coventry. These are fundamental elements of the role, not an addition, and are summarised as follows;</p> <ul style="list-style-type: none"> • Seeking to improve the lives of all residents by delivering a One Coventry Approach. • Being financially responsible and accountable. • Understanding, communicating and contributing to the delivery of strategic aims of the One Coventry Plan. • Working across the organisation to show a) effective and visible leadership to overcome silos, b) effective use of resources and c) an increase in performance.

- Meeting statutory obligations to promote and ensure compliance with policies and procedures including the financial regulations and standing orders Developing creative solutions whilst keeping the resident at the centre of our work.
- Being inclusive in approach and activity, living the values.
- Being flexible and adaptable in approach, working to deliver the best possible outcomes.
- Advising elected Members and supporting the democratic process.
- Proactively and continuously seeking to improve service delivery.
- Creating and endorsing a culture that nurtures and develops our people and their talent.
- Acting as corporate parent to the Council's Looked After Children, taking an active role in promoting and ensuring safeguarding responsibilities are met.

Job Purpose

The role holder will provide strategic leadership to teams responsible for delivering high-quality services to Coventry residents and internal service users, ensuring accessibility, efficiency, and continuous improvement.

The post holder will:

- Provide strategic leadership in resident service delivery, overseeing the contact centre, financial support, face-to-face interactions, email, webchat, and administrative functions to ensure a seamless, responsive, and high-quality experience.
- Build strong partnerships and collaborate with colleagues to develop adaptable services that effectively meet the needs of Coventry residents, with a dedicated focus on supporting the City's most vulnerable households.
- Champion continuous service improvement by leveraging research, industry best practices, and data-driven insights to enhance effectiveness, efficiency, and long-term sustainability.
- Lead the expansion of self-service options and the integration of automation, empowering service users with accessible tools and resources to navigate evolving service delivery models.
- Foster a culture of excellence and accountability at all levels, driving performance and ensuring residents consistently receive the highest standard of support when engaging with the organisation.

Main Duties & Key Accountabilities

The work or results that you will be accountable for:

Core Knowledge

Lead and collaborate with colleagues, suppliers, stakeholders, and enablers to design and implement innovative solutions that enhance service delivery and support the organisation's overarching goals.
Develop and implement robust reporting mechanisms, ensuring performance data is accurately captured, analysed, and used to inform strategic decision-making and continuous improvement.
Foster strategic partnerships with organisational leads to drive the Coventry Connects strategy, leveraging user experience and insights to refine services for inclusivity and accessibility across all community groups, irrespective of race, gender, sexual orientation, disability, or belief.
Build and maintain productive relationships with Councillors to ensure governance effectiveness and strategic alignment, preparing and presenting comprehensive, evidence-based reports for Cabinet Member, Scrutiny, and Cabinet discussions.
Devise and execute communication and promotional plans aligned with performance objectives and digital transformation strategies, raising awareness of digital opportunities while enhancing the organisation's regional and national profile through event presentations and award submissions.
Oversee financial management and budget control across multiple service areas, managing a total budget of over £7m to support the delivery of essential services for Coventry residents. They will ensure effective allocation and utilisation of resources, overseeing procurement, financial controls, and operational management of key service functions. This includes oversight of payment collection systems, contract management, and initiatives aimed at maximising benefits take-up for residents. Provide strategic financial leadership, ensuring robust governance, compliance, and continuous service improvement to enhance service efficiency and accessibility.
Maximise benefits take-up for residents through welfare initiatives, ensuring accessibility and support for vulnerable households
Oversee the procurement, financial controls, and daily operations of cash payment kiosks, which generate an estimated annual income of £3.5M
Provide leadership support by deputising for the Head of Resident Service when required.
Undertaking any other duties and responsibilities within the range and salary grade
Specialist Knowledge
Ensure stringent controls and compliance measures are in place to meet PCIDSS, GDPR, and other relevant legislative and management requirements across the service area.
Leverage contact centre technology to drive efficiency and enhance service delivery, ensuring solutions are optimised for user experience and operational effectiveness.

Key Relationships

External:	External advice provision – CAB & CELC Poverty Alliance Group Voluntary Sector Universities	Internal:	All organisational leads to influence service design and delivery Elected Members People Group Finance Programme Leads for Coventry Connects
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Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Chief Officer Expectations

As a senior leader you are accountable for the achievement of corporate priorities and outcomes within agreed resource and timeframes.

Your role contributes to leading the organisation, including specific accountability for identified services, ensuring a responsive, resident-focused approach but working together through our systems and processes.

You will support and advise the Council on strategic and significant operational matters.

Responsible for

Resident Service Managers

Person Specification	
Requirements	
Knowledge	Comprehensive understanding of current issues and priorities facing Local Government, including an in-depth knowledge of Local Authority decision-making processes and governance structures.
Knowledge	Expertise in the contact centre industry and the digitisation of services, keeping pace with emerging innovations and trends such as ACD, CRM, AI, and automation to enhance service delivery.
Knowledge	Strong ability to utilise data effectively to inform service design, optimise performance, and measure the impact of change initiatives.
Knowledge	Expertise in financial and budget management, including strategic allocation of resources, financial controls, and procurement processes to ensure efficient and sustainable service delivery.
Skills And Ability	Ability to develop long-term plans, strategies, and risk management frameworks that support the digitisation and continuous improvement of internal and external service delivery.
Skills And Ability	Proven skill in fostering relationships with partners across all levels, both internal and external, to build credibility, challenge assumptions, inspire creative thinking, and drive large-scale change projects.
Skills And Ability	Capacity to lead and manage organisational change in an inclusive, supportive, and motivational manner, ensuring empathy for those who may struggle with transitions in direction.
Skills And Ability	Expertise in organising and overseeing complex work programmes, critically evaluating options and technical proposals to determine optimal user-facing delivery solutions.
Experience	Extensive experience in managing large-scale budgets, overseeing financial operations, controlling expenditures, and ensuring compliance with financial regulations.
Experience	Senior-level management experience with a track record of influencing decision-making and driving cultural change within complex organisations.

Experience	Ability to develop and implement strategies that span traditional organisational boundaries, securing support, funding, and practical assistance to bring innovative technological solutions to life.
Experience	Demonstrated expertise in leading digital transformation from concept through procurement and implementation to benefit realisation.
Experience	Experience in assembling and guiding multi-disciplinary teams to achieve organisational change and deliver targeted outcomes.
Experience	Strong leadership skills, creating an environment where individuals can thrive and perform at their best, while proactively addressing concerns through honest engagement and performance management processes.
Qualification	Degree in one of the following disciplines: <ul style="list-style-type: none"> • Business/Programme Management • Contact Centre Management • Public Sector Management • Evidence of ongoing personal development and commitment to learning
Special Requirements	This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Chief Officer Principles	
The post holder is required to observe and fulfil the seven principles of public life (also known as the Nolan Principles).	
Selflessness:	Holders of public office should act solely in terms of the public interest.
Integrity:	Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.
Objectivity:	Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.
Accountability:	Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.
Openness:	Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.
Honesty:	Holders of public office should be truthful.

Declaration

Created/Reviewed By:

Adrienne Bellingeri

Job Title:

Head of Resident Service

Date:

10/02/2025